

Date: **11 MARCH 2024**

## **NOTICE OF VACANCY**

We wish to inform you that the Department of Social Welfare and Development (DSWD) Field Office Caraga has **one (1) vacant Contract of Service** position with details as follows:

**Office: REGIONAL ICT MANAGEMENT SECTION/ POLICY AND PLANS DIVISION**

### **COMPUTER MAINTENANCE TECHNOLOGIST III**

Item number : N/A  
Designation : Senior IT Support Specialist  
Compensation : SG 17 (Php 43,030.00)  
Place of Assignment: DSWD Field Office Caraga

### **PREFERRED QUALIFICATIONS:**

Education : Bachelor's Degree in Information Technology, Computer Science, Business Administration, or a related field  
Training : Eight (8) hours of relevant training  
Experience : 4+ years of experience in technical support, preferably in complex technical issues  
Eligibility : None required but having eligibility is an advantage

### **JOB DESCRIPTION:**

The Computer Maintenance Technologist III shall perform the functions of the Senior IT Support Specialist who shall be responsible for providing technical assistance, troubleshooting, and support to end-users or clients. They play a crucial role in ensuring the smooth operation of computer systems, highly technical software applications and various IT-related components.

### **Functions and Responsibilities:**

1. Prioritize and assign support tasks, ensuring SLAa (Service Level Agreements) are met.
2. Lead the resolution of complex technical issues and provide escalated support with necessary.
3. Install, configure, and update operating systems, software applications, and utilities on end-user devices.
4. Provide basic network support, including setting up and configuring routers, switches, and other network devices.
5. Implement and enforce security policies on end-user devices.
6. Assist in the deployment and management of antivirus and anti-malware solutions

- 7. Create user guides and documentation to facilitate self-help.
- 8. Serve as a point of contact for escalated user issues and communicate effectively with end-users.

Applicants should be guided by the following **Criteria for Evaluation**:

• Education (E)	25%
• Training (T)	10%
• Experience (E)	25%
• Initial Qualifying Test (IQT)	10%
• Special Exam (Technical)	15%
• Interview	10%
• IPCR or any related Performance Assessment Review	5%
<b>Total</b>	<b>100%</b>

**Initial Shortlisting: Obtain 75% or 45 points of the maximum total score of ETE**

**Second Shortlisting: Top Five Highest rating but overall rating should not less than 80%**

Interested and qualified applicants may submit their application through <https://caraga-iris.dswd.gov.ph/>, with the complete scanned copies of the following documents below **on or before March 18, 2024**.

- 1. Application letter addressed to Regional Director Mari-Flor A. Dollaga-Libang;
- 2. .PDF file of duly filled out notarized **Personal Data Sheet** with affixed signature and passport size ID picture (Civil Service Form No. 212, Revised 2017 which can be downloaded at <https://tinyurl.com/cscform212r2017>);
- 3. .PDF file of duly filled out **Work Experience Sheet** which can be downloaded at <https://tinyurl.com/cscform212r2017>;
- 4. Authenticated copy of Transcript of Records or equivalent;
- 5. Authenticated copy of certificate of eligibility/rating/license (*if applicable*);
- 6. Copy of Certificate of relevant trainings and seminars attended (*if indicated in the PDS*); and
- 7. Copy of duly signed Individual Performance Contract Rating/Summary of Rating Performance Contract Assessment or equivalent (*if with work experience*).

\*\*\*\*\***IMPORTANT REMINDERS**\*\*\*\*\*

- a. All applications shall **ONLY** be submitted through the above-mentioned link.
- b. Files should be in a PDF/PNG/JPEG (ensure that it is clear and readable). If you have multiple pages/photos for one requirement, you may use this link (<https://combinepdf.com/>) for combining documents.
- c. Requests for extension of submission and application with incomplete documents shall not be entertained.
- d. All communications pertaining to your application shall be sent via text/e-mail.

All vacant positions shall be open to all qualified applicants regardless of age, gender, civil status, disability, region, ethnicity, social status, class, political affiliation, or other similar factors/personal circumstances which run counter to the principles of merit and fitness for the job and equal employment opportunity.

For inquiries, please call Human Resource Planning and Performance Management Section through the telephone number (085) 303-8620 local 114 or send us your queries through <https://caraga-iris.dswd.gov.ph/>.



**GENELYN P. MARTURILLAS**

Administrative Officer V

Human Resource Planning & Performance Management Section - Head